Caribbean Pulse

FALL/WINTER

The New Face(s) of Leadership

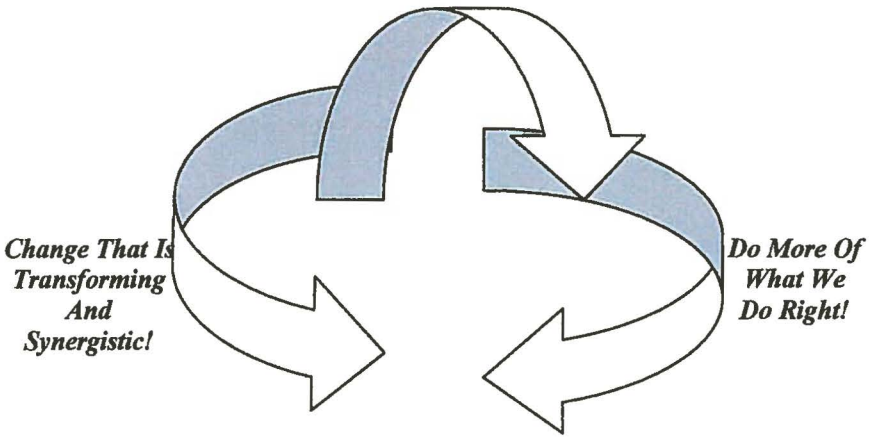
Naval Hospital Roosevelt Roads welcomes the three finest new Chief Petty Officers in the Navy. SKC (SW) Omar Hiponia, HMC (SW) Terence Anthony & HMC(NAC) Richard Fail all proudly display the mantle of responsibility bestowed upon those who wear the "hat".

AT THE HELM

The Mystery of Change

I just finished reading a really great little book called The Thin Book of Appreciative Inquiry by Sue Annis Hammond. I remember going to a wedding a number of years ago where the priest talked about the bride's love of reading mystery novels. He said something that I will never forget; "Life is not so much a mystery to be solved as it is a mystery to live." Ms. Hammond must have been talking to that same priest because she said, "An organization is not so much a problem to solve, as it is a mystery to be embraced." Appreciative Inquiry (AI) is more visionary and transforming in nature. Rather than looking at the scientific method of problem solving (observation, question, hypothesis, collect data, conclusion) AI concentrates its efforts on taking the best of "What Is" and molding it into an organization or personal goal that "Will Be."

A model for AI is:



If you have an opportunity find this book and read it. It's thin, it's $7.00, and if you can't find a copy I have a copy in my office library. I found it very thought provoking.

I am energized and enthusiastic about **productive change**. However, I have to admit that I have had periods where people have had to convince me that the change was not only needed but the right thing to do. I am a strong believer in self-reflection and it has helped me to find excitement and professional fulfillment in my work. When I find myself saying, "Yeah but…" to a new initiative or program I go home and I sleep on it. I ask myself what is it that I resent or disapprove of. Was it not my idea? Had we gone down that path before and it didn't work? Why did the project or initiative fail to reach its objective the first time? Will there be new expectations of me and what am I afraid of?

No doubt about it change is scary, but let's look back over the past seven months and see what we have accomplished. We've had a change in leadership throughout the Command. We've changed our focus from renovation to data quality and improving clinical outcomes. We're talking to our beneficiaries and changing how we do business. We just went through a short notice JCAHO /MEDIG/NAVOSH survey and did very well. We may not embrace the theories and assumptions of AI, but Naval Hospital is definitely changing. We all contribute and we all make the Command a better place for the staff and our patients.

P.H. NETZER.

CAPT P.H. NETZER, NC, USN
COMMANDING OFFICER

NAVAL HOSPITAL ROOSEVELT ROADS

COMMANDING OFFICER
CAPT PATRICIA H. NETZER, NC, USN

EXECUTIVE OFFICER
CAPT CHARLES O. BARKER, MC, USN

COMMAND MASTER CHIEF
HMCM (SW/FMF) CHARLES V. RATLIFF

PUBLIC AFFAIRS OFFICER
LT MYRNA CALDERON, MSC, USN

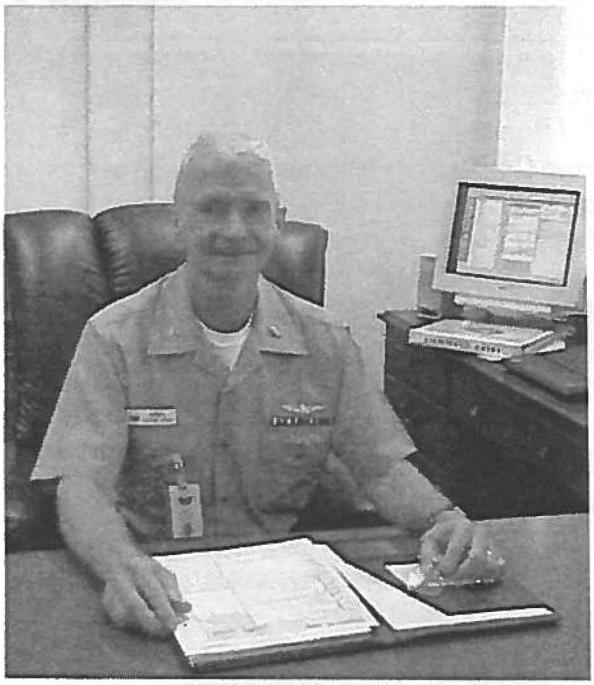
EDITOR /PHOTOGRAPHY/LAYOUT/GRAPHIC DESIGN
HM3 DANIEL L. HENRY, USN

STAFF PHOTOGRAPHER
JULISSA SANCHEZ

The Caribbean Pulse is a quarterly newsletter published by the Naval Hospital Public Affairs office. Its contents do not necessarily reflect the official views of the United States Government, the Department of Defense or the United States Navy and do not imply endorsement thereof. Reader contributions and comments should be submitted to the:

Public Affairs Office
U. S. Naval Hospital Roosevelt Roads
PSC 1008 BOX 3007
FPO AA 34051-8150
(787) 865-5761 Office
(787) 865-5759 Fax
(DSN) 831-5761

NAVAL HOSPITAL WELCOMES NEW XO!



CAPT CHARLES O. BARKER, MC, USN
EXECUTIVE OFFICER

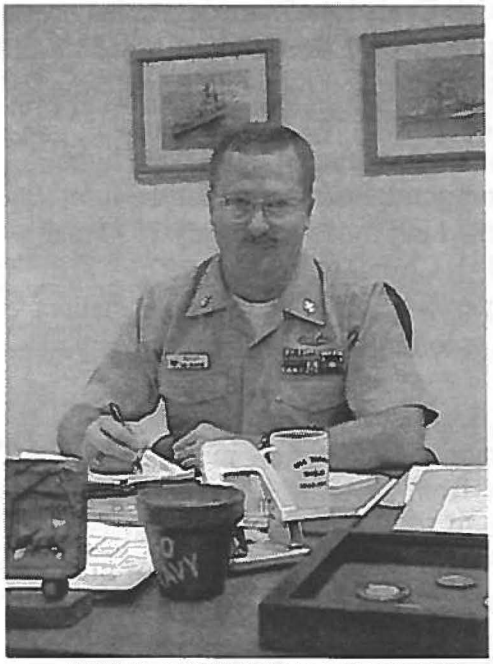
Captain Charles O. Barker, a native of Valdosta, Georgia, received his Bachelor of Arts degree in 1967 and MD degree in 1971 from Emory University, Atlanta, Georgia. Following completion of the Ensign 1915 Program and a surgery internship, Captain Barker entered the Naval Flight Surgeon training program, Pensacola, Florida, in July 1972. He earned his wings in January 1973 and was assigned to NAS Corpus Christi. In 1975 Captain Barker entered inactive ready reserve status and set up private solo family practice in Valdosta, Georgia.

Captain Barker practiced solo family medicine in Valdosta, Georgia, from 1975 to 1990. He received board certification in 1976 from the American Board of Family Practice and became a fellow in the American Academy of Family Practice in 1977. Captain Barker was an active member of the Georgia Academy of Family Practice and was elected to the offices of Secretary-Treasurer and Vice President. He is currently an active member of the Uniform Services Chapter of the AAFP. During this period he was also a very active member of the Georgia Affiliate, American Diabetes Association, serving as president from 1984-1986. Captain Barker was a designated FAA Aviation Medical Examiner. He is a private pilot with single engine, commercial and instrument ratings, and has accumulated over 500 hours in the Bellanca Super Viking and Grumman Tiger.

Captain Barker resumed active reserve status in 1988 and was recalled to active duty December 7, 1990, serving with HMM-266 during Desert Shield/Storm. Following Desert Storm, Captain Barker reported to Naval Safety Center as Flight Surgeon Analyst in 1991. He was selected as resident in Aerospace Medicine in 1993 and received a Masters of Public Health degree at Johns Hopkins University in 1994. He received board certification from the American Board of Preventive Medicine in 1996. In July 1996 Captain Barker reported to USS ENTERPRISE (CVN-65) as Senior Medical Officer where he served until 1998. He reported as Assistant Director, Naval Aerospace Medicine, BUMED-23 in July 1998 and was Director from October 1999 to July 2001. Captain Barker is a Fellow, Aerospace Medicine Association and a Diplomate, American College of Healthcare Executives.

Captain Barker is married to the former Conoly Lemon of Sanford, NC. They have three children—Emma, Tom, and Lucy—and reside in Playa Naguabo, Puerto Rico.

THE MASTER CHIEF SPEAKS...



HMCM (SW/AW) C.V. RATLIFF

Happy New Year: Let me begin by wishing everyone a Happy New Year! I hope all of you enjoyed the holiday season. What a great Command Christmas Party and an Outstanding Children's Christmas Party. Thanks to everyone who put in all the hard work behind the scenes. (Your efforts don't go unnoticed)

Strategic Plan: We have made tremendous improvements in our organization and the way it does business over the last six months. Many of you will notice that our new Mission and Vision Statements as well as our new Organizational Values sound familiar. They should, because the Executive Steering Council used your inputs to develop them. Some of you will now be asked to participate on the teams that will put our new strategic plan into action. Keep up the hard work!!

Pay: January 2002 marked the largest pay increase the Navy has seen in 20 years. We received an average increase of 6.9 percent as well as increase in the BAH rate. I encourage you to put a little of that pay increase aside for a rainy day or invest it for your future. As a wise old Chief Petty Officer once told me, "The most powerful thing in the world is Compound Interest!"

C-Schools: Many of you have heard me discuss C-Schools during Career Development Boards. However, it's a new year and I can't resist touching on the subject again. Folks, Navy Medicine offers some outstanding C-Schools. I strongly encourage every Sailor to sit down with his/her Departmental Career Information Team Representative or our Command Career Counselors and discuss these schools. Many C-Schools offer large reenlistment bonuses upon completion and will provide you the skills necessary to enjoy a well paying career after your time in the Navy.

Advancement: I intentionally saved the subject of advancement for last. Our advancement percentages from the September Advancement Examination, like all of Navy Medicine's percentages, weren't great. I sincerely expect these percentages to increase and your opportunity for advancement to improve. However, a large percentage of our Sailors who took the test made very low scores. I know you have all heard my take on the Navy Advancement System during Career Development Boards. Unfortunately, you have to hear it again. The system isn't complicated and it isn't designed to trick you. Actually, it is very simple. The more you study the higher you score. Set aside some time each day for the next month and a half and study so you can get that advancement you deserve. Remember, although advancement percentages aren't great, a good test score will still get you advanced. Let's get some Chevrons in March! Keep Chargin'!

CMC

CHAPLAIN'S CORNER

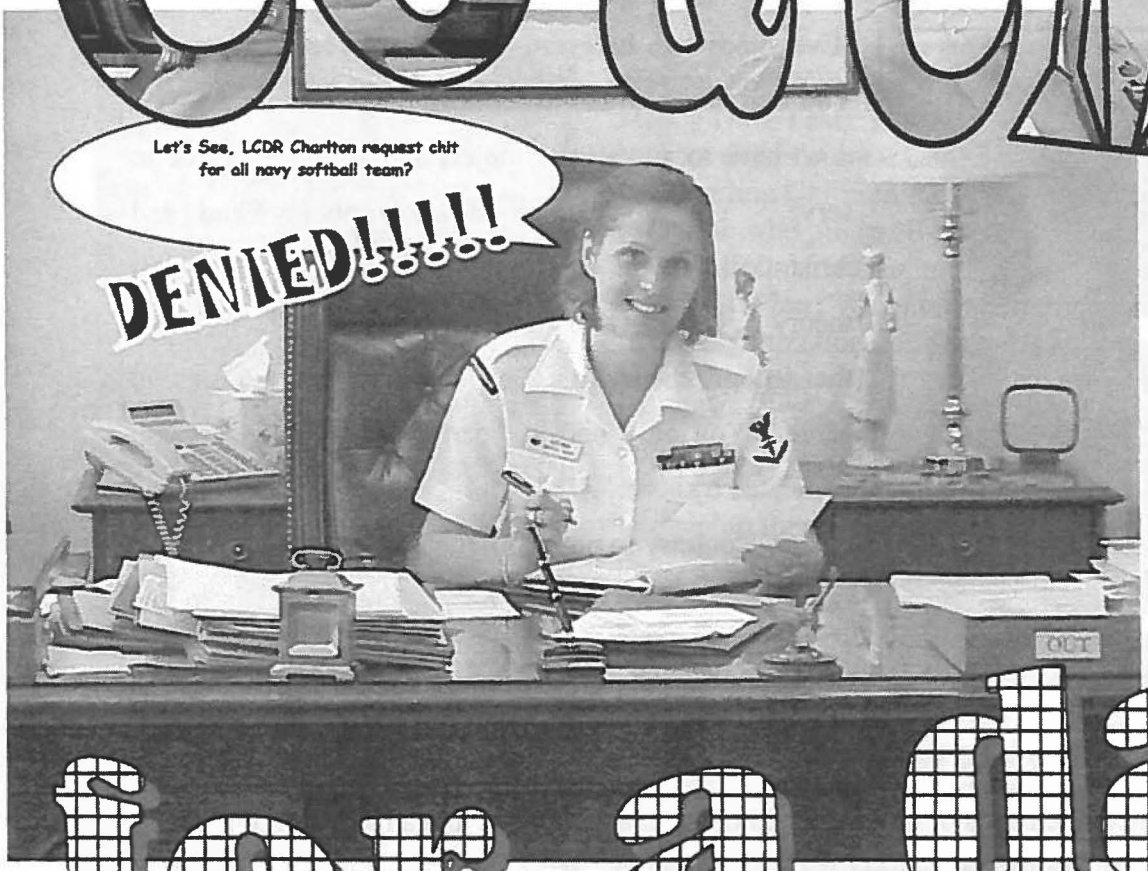
"Everybody can be great. Because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve. You don't have to know about Plato and Aristotle to serve. You don't have to know Einstein's theory of relativity to serve. You don't have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love." ***MLK.***

Contrary to popular belief, greatness is not based upon one's salary, power or position. Rather in the sentiments of Dr. Martin Luther King, Jr., greatness is within one's ability to serve humanity. The American Heritage dictionary defines ***serve*** as the ability to meet the needs of others. King would only add that the ability to meet the needs of others should be generated by love and a heart full of grace.

On yesterday, NAVSTA saluted the Legacy of Dr. King with a grand parade and an eventful program. During which the Keynote Speaker, General Remo Butler, posed a provocative question, "What are you doing to make Dr. King's dream a reality?" Rooted within this question is the notion of meeting the needs of others. Do you want to be great? Do you want to make King's dream a reality? Do you have a passion to see society change for the better?

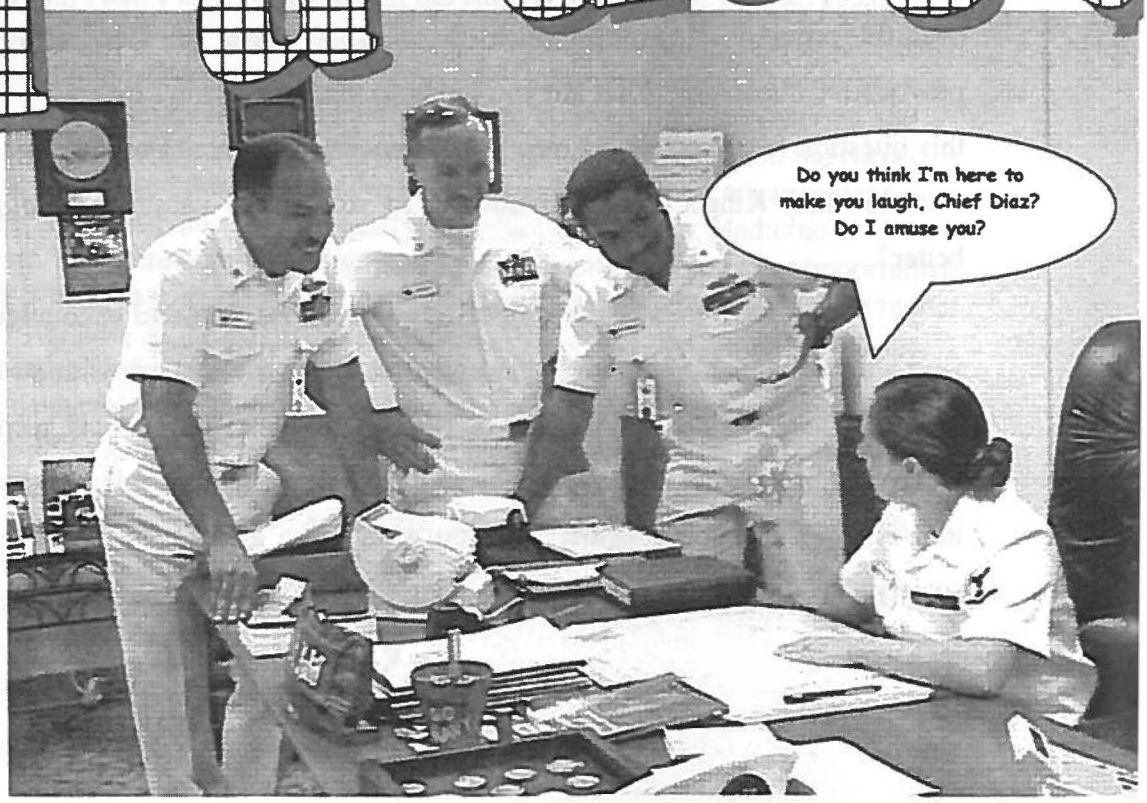
If you answered yes to any of these questions, I would encourage you to serve. Serve your shipmates, the community, the voiceless and those that are without hope. You may never become Time Magazine's Women or Men of the year, be publicly recognized by people nor receive a military awards but be assured that God sees your deeds and the Lord will richly bless in ways you can not imagine. If you want to be great, try serving this hurting and broken society. In so doing we can make Dr. King's Dream a reality.

CO & CMC



HMCAPT JENDI AZCONA

for a day!



RPCMC3 REBECCA HADDOCK

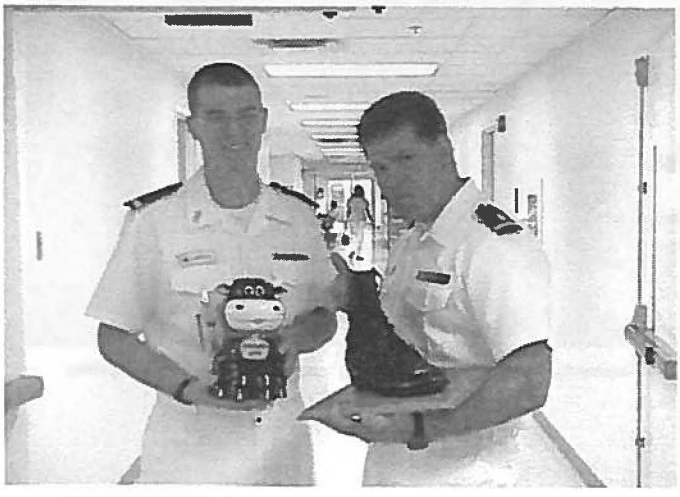
In The News

Naval Hospital Corpsmen/EMT's Recognized for Humanitarian Efforts

HM2 Mike Walls, Emergency Medicine Department and HM3 Nicholas Tolentino, Staff Education and Training, recently received Navy and Marine Corps Achievement Medals for their off duty actions. While returning from a trip to the beach, the two corpsmen came upon the scene of a horrific, multiple casualty traffic accident on the main expressway near Naguabo Puerto Rico. As first responders, they used their training and instincts to provide critical assistance to 3 patients, including two of whom were suffering from severe trauma. Without question, Petty Officer's Walls and Tolentino's selfless determination made an undeniable impact on the long-term survival of all those involved.

Patient Administration Department Wins Gold Glove

LT Joe Lamoureaux, Department Head for Patient Administration, accepts the Director For Administration's Golden Glove for Superior Performance for the third quarter, 2001. The Glove, previously the property of Facilities Management Dept, led by LT Dean Goad, is given out quarterly by the Naval Hospital Director for Administration, LCDR Charles Shaw, to the shop under his watch which has made the most impact on the command through customer service and professional accomplishment.



Look at the mug on that boot!

Adding a fervent and fresh take on an old tradition, Naval Hospital recognized Ensign Case Garrison and Ensign Vance Vogel as the latest of a long line of bull and boot ensigns, respectively, at Roosevelt roads. Will the good Mr (s) Garrison and Vogel's charges be safe and well hidden from those unknown perpetrator's who would kidnap the? HHHHHMMMMMMMMMMMMMMMMMMMMM????

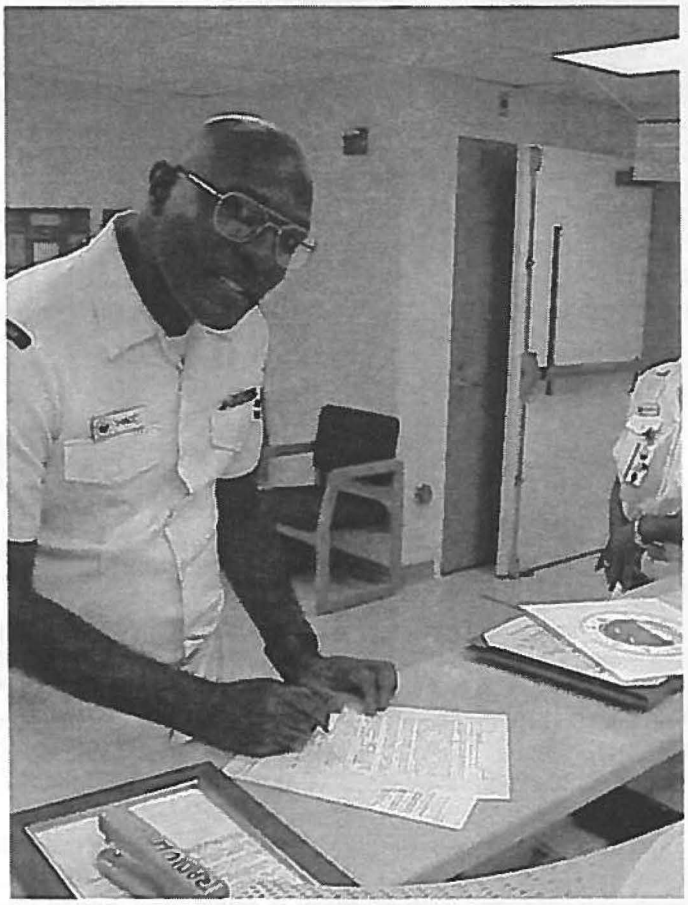
Only time will tell (and, it has!) Make sure you read the rest of the Pulse for the latest on the travails of our Noble Ensigns (though, they did flunk their hospital history exams at colors (well, Ensign Vogel did get a D+).

A Thousand Words

LET'S MAKE A DEAL!!!!

Take Me To Your XO!

Santa breaks Navy Regs...offers group discount.



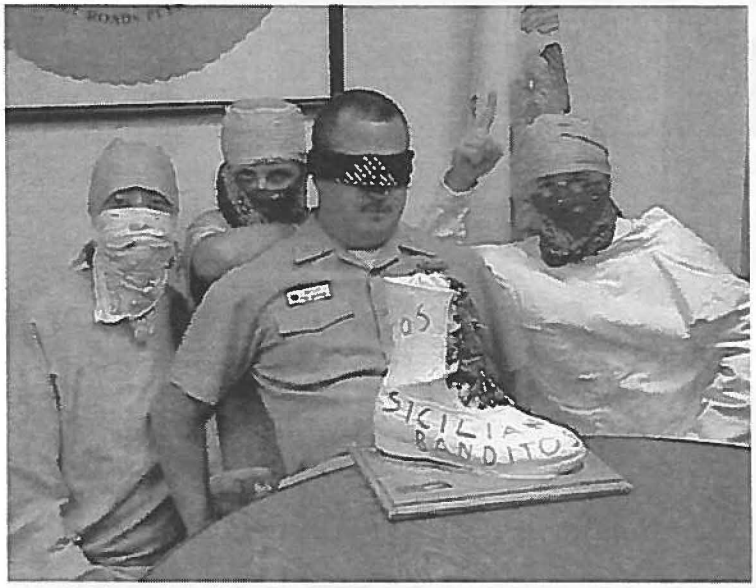
Hmmmm...should I take the bonus or the steak dinner?
I sure could use a T-Bone!

Shipmate, I just looked at the req's and you've got three options
...and all of them star t with SEA!!!!!!!!

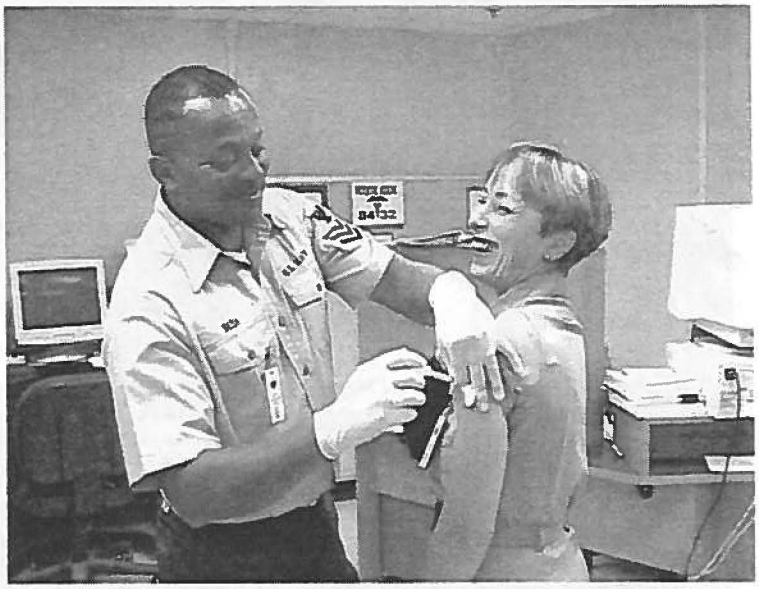
I think you need to put the cake down, Disney…you are starting to lean.

"I would advise you to put down that camera HM3…"

"Man, I love the Navy! If I was a civilian, I'd only get to ring a door bell!"



Have you seen this boot?



Ma'am, while you're here, I'd like to take the opportunity to talk about my most recent eval…

" This Little Piggy Cried Wee, Wee, Wee..!"

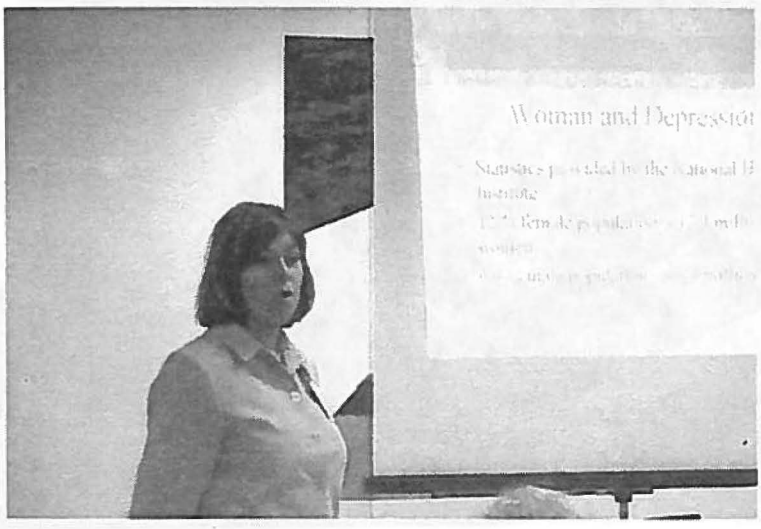
Women's Health Day 2001

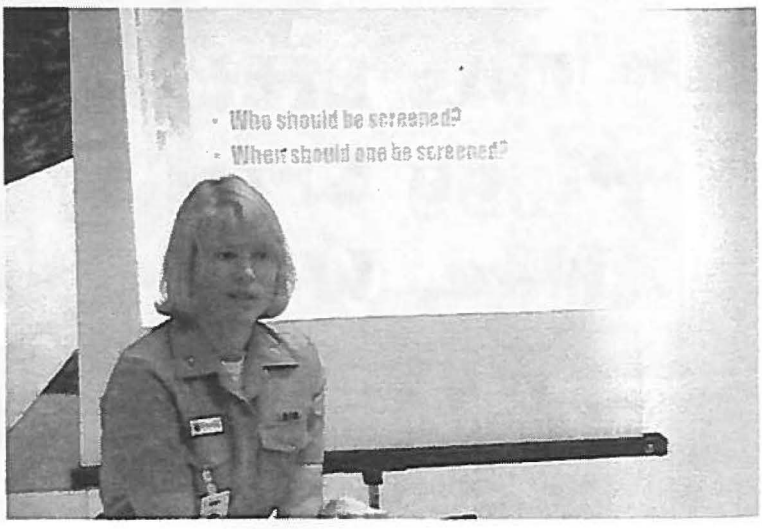
THERE'S THE OLD SAYING THAT AN OUNCE OF PREVENTION IS WORTH A POUND OF CURE. TAKING THAT IN TO MIND, THE WELLNESS CENTER AND BREAST CANCER TEAM AT ROOSEY ROADS PROVIDED A TON OF INFORMATION ON WELLNESS AND PREVENTION AT THE HOSPITAL'S FIRST ANNUAL WOMEN'S HEALTH DAY.

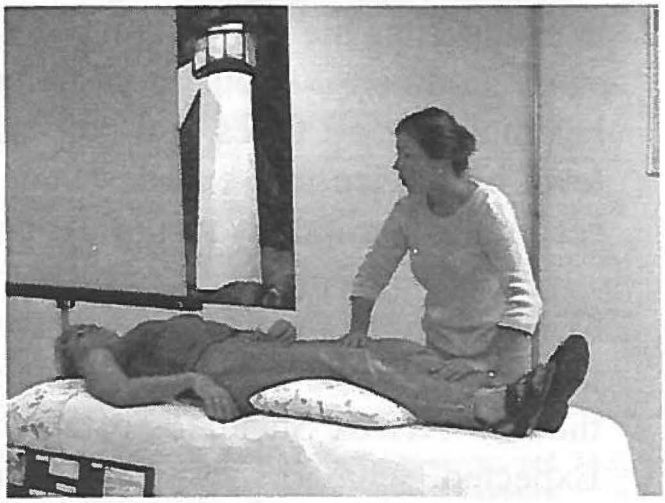
THE EVENT, WHICH COINCIDED WITH BREAST CANCER AWARENESS MONTH, SERVED AS THE SPRINGBOARD FOR AN ARRAY OF EVENTS GEARED TOWARDS WOMEN'S HEALTH ISSUES. THE WELLNESS CENTER SERVED AS THE SHOWCASE FOR THE OCCASION AS VOLUNTEERS AND HEALTH CARE PROFESSIONALS PROVIDED DISPLAYS AND PRESENTATIONS ON SUBJECTS THAT AFFECT/EFFECT WOMEN'S HEALTH.

THE MORE THAN 60 VISITORS WHO ATTENDED THE AFFAIR WERE LEARNED ABOUT BREAST CANCER PREVENTION AND EARLY DETECTION, AROMATHERAPY, THERAPEUTIC MASSAGE, MENTAL HEALTH, DIABETES AND NUTRITION AND EARLY DETECTION OF BREAST CANCER. THE HIGHLIGHT OF THE DAY WAS A FASHION SHOW PUT ON BY SOME OF OUR LOCAL BREAST CANCER SURVIVORS!

THE SUCCESS OF THIS WOMEN'S HEALTH DAY EVENT HAS ALREADY SET THE STAGE FOR A BIGGER AND BETTER ON NEXT YEAR.







We're All Customers

Service Standards and Expected Behaviors Introduced for Naval Hospital Roosevelt Roads

Naval Hospital Roosevelt Roads is committed to being a First Class Naval Hospital; as such, we take pride in having people on our team who are inspired by a desire to help others. Our success is 100% dependent on the individual and cooperative efforts of each and every staff member. Your commitment to providing sensitive, quality healthcare at all times will help us ensure that our customers receive a level of service that exceeds their expectations, which will allow us to secure the community's confidence and positive image of us.

Over the past few weeks, every staff member should have received training from the departmental Customer Service Representatives about the new NHRR Standards of Service Excellence and the corresponding Expected Behaviors. The standards describe the service philosophy of our organization and are the core values that direct the way we do business. The Expected Behaviors were created to delineate concrete behaviors expected of staff members in their interactions with customers, both internal and external. They provide staff with concrete examples and give an unambiguous understanding of the behaviors required to increase customer satisfaction and ensure all customers are receiving a consistent level of care and service.

If each individual in this organization adheres to the Expected Behaviors, we will achieve the Standards of Service Excellence. Doing so will allow us to create and maintain a positive service culture, which will in turn increase the level of both internal and external customer satisfaction.

Why, you might ask, is this important? Because, we're ALL customers!

STANDARDS OF SERVICE EXCELLENCE

OUR CONTINUING GOAL AT NAVAL HOSPITAL ROOSEVELT ROADS IS TO SECURE THE COMMUNITY'S CONFIDENCE AND POSITIVE IMAGE OF US BY PROVIDING A LEVEL OF SERVICE EXCELLENCE THAT EXCEEDS OUR CUSTOMER'S EXPECTATIONS. WE HAVE ADOPTED THE FOLLOWING STANDARDS OF EXCELLENCE TO HELP US ACCOMPLISH THAT GOAL

Service	***A standard of unwavering excellence in service will be maintained within the Command. Each customer, internal and external, will be served with courtesy, compassion and respect***
Action	***All customer complaints will be addressed and acted upon as soon as possible. The staff will attempt to resolve customer concerns at the lowest possible level.***
Trust	***A bond of trust will be developed between customer and staff by enhancing the customer's confidence through the reliability and trustworthiness of the staff. The staff will strive to maintain the privacy, confidentiality and dignity of the patient.***
Inspire	***The members of this command will work hard to inspire each other to meet the needs of every customer and be at all times professional in appearance and behavior.***
Surroundings	***Workspaces and patient care areas will be neat, clean, and safe. All surroundings will be pleasant to visitors and staff.***
Facilitate	***The hospital staff will do everything possible to facilitate an efficient, effective, and enjoyable visit to this facility.***
Appreciate	***Each and every customer, internal and external, is cared about and appreciated. The command appreciates those individuals that work to please its valued customers.***
Communicate	***All members of the command will communicate effectively and work as a team to ensure that the mission of the customer relations program within the hospital is upheld.***
Training	***All members of the command will be formally trained in customer service. Situational training will continue in each workspace as needed.***
Identify	***Members within the command who demonstrate a dedication toward customer satisfaction will be identified and recognized by the command.***
Ownership	***The staff member who identifies a customer's needs and/or complaint will own that concern until resolution or until an individual is identified who can meet those needs.***
Navy	***This command parallels the commitment of the United States Navy to provide customer service that is unsurpassed anywhere in the world.***

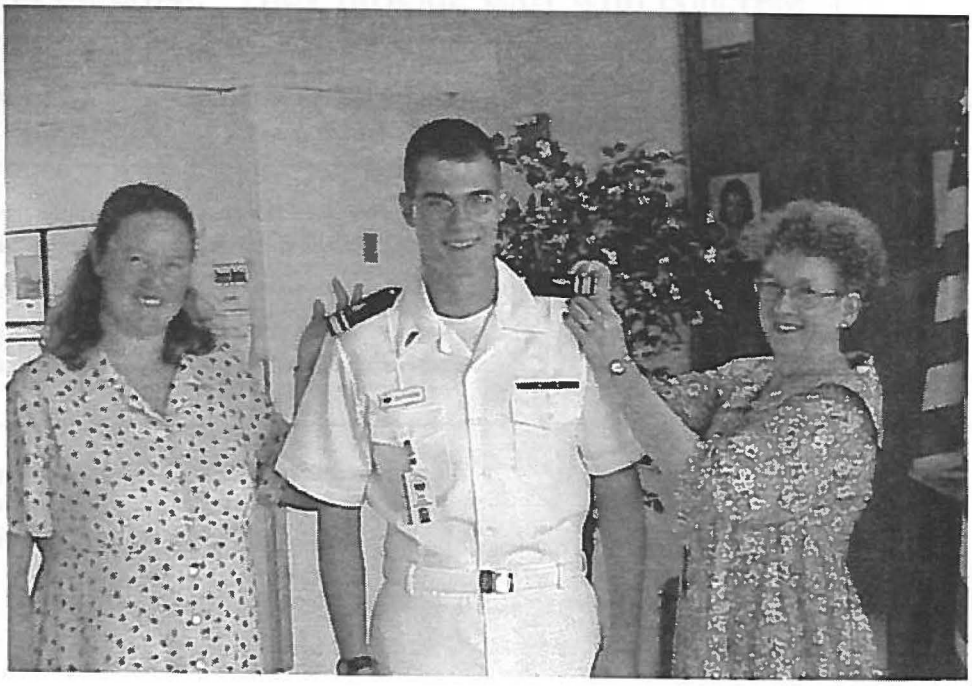
Satisfaction is our Goal!

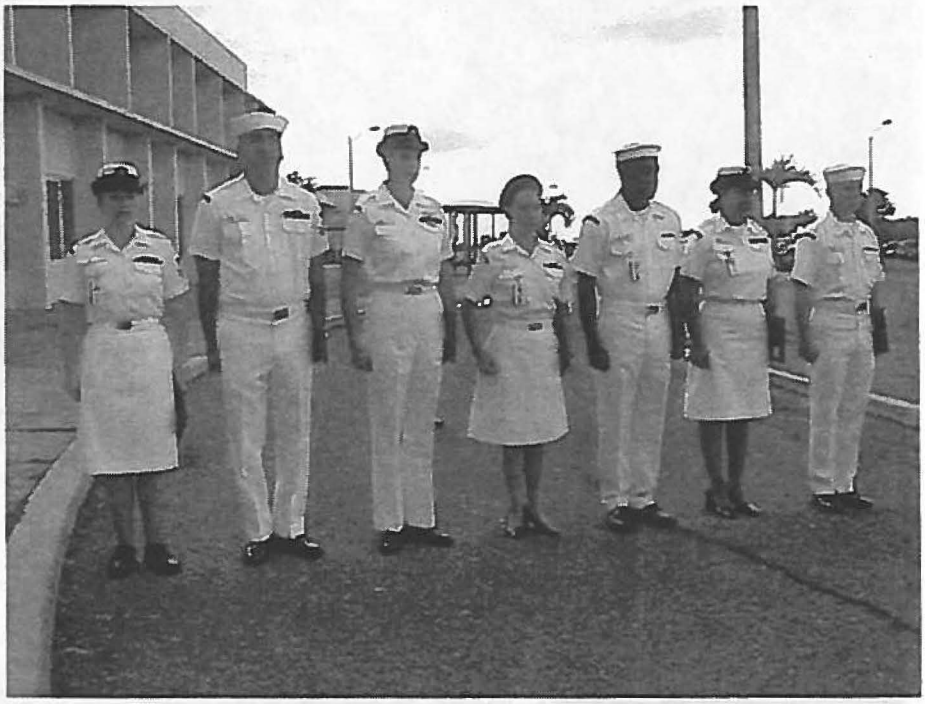
What's Happening!

A photo essay of some of the goings on with the Roosey Roads family

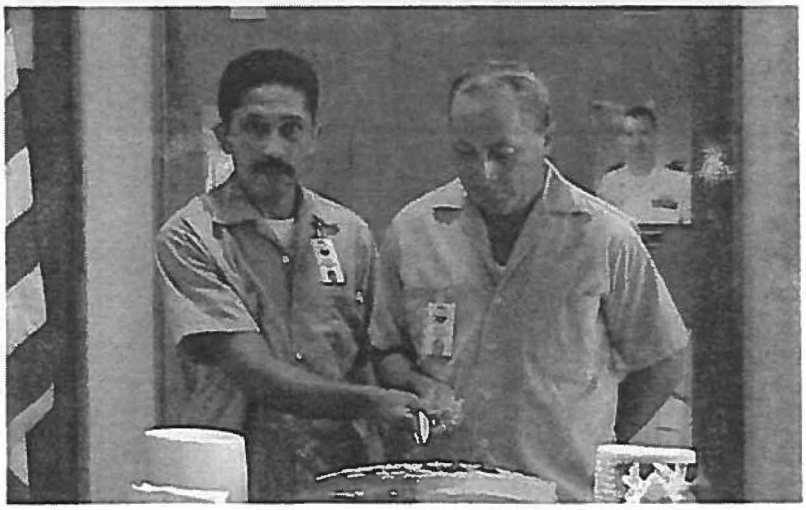
This Page (clockwise from bottom) LTjg Case Garrison proudly gives up his bull ensign status as his wife and mother show off his new shoulder boards; HM3 Ramon Flores pauses for a photo with his elegant bride, Maria ; ADCS Orazio Forlenza casts a long shadow as his naval career comes to a close after 26 years of service.

Opposite page (clockwise from top right) Promotions! Promotions! Promotions! Naval Hospital introduces three new petty officers and four brand new second classes; LT Stoll gets congratulated by her family at her promotion on the hospital quarterdeck; Mr. Victor Rodriguez & Mr. Rafael Cintron share the honors as the housekeeping staff is recognized during environmental services week; LCDR Falls is feted with one of LT McGowan's handy dandy cakes at her promotion to CDR; Usually the bridesmaid – today the bride (figuratively, that is), CAPT Netzer takes on the role of awardee as she receives the Legion of Merit for her role as Executive Officer at Naval Hospital Camp Pendleton and Commanding Officer of Fleet Hospital Camp Pendleton.; LT Jose Feliciano takes a family photo immediately following his promotion.





Congratulations
CDR FALLS



Opposite Page, (clockwise from top) Chaplain Buford presides as HM3 Vinnie Calip and the former HN Colleen Hudson exchange wedding vows in the Hospital Chapel; The staff of ISU take top honors in the holiday door decorating contest; CAPT Netzer bids farewell to CAPT Janice S. Kellogg during her retirement after morning colors. CAPT Kellogg served in the Navy Nurse Corps for 30 years.

This Page (clockwise from bottom left) Two former Korean War POW's join CAPT Netzer and NAVSTA CO, CAPT John Warnecke in the cake cutting ceremony at the POW/MIA recognition ceremony at the Caribbean Crossroads Chapel; LCDR Craig Self and HM2 Streicher accept the Departmental Holiday Decorating Award for the Eye Clinic; The Nurse Corps strikes a warm Puerto Rico winter-time pose as they wish everyone a wonderful holiday season; LCDR Jim Walters takes the oath form CAPT Barker at his recent promotion as the MSC's and Materials Management staff join look on; A true Officer and Gentleman, LCDR Fortunato Picon Jr. says goodbye with eloquent and heartfelt passion as he retires after 21 years of Naval Service.

NHRR Volunteers Spread Holiday Cheer to the Less Fortunate

HM3 Daniel L. Henry, Naval Hospital Roosevelt Roads Public Affairs

When most people think of Thanksgiving, certain images automatically come to mind: food, football, family and friends. Often-times, there is such an abundance of food left over from the festivities that no one has to cook for the next several days. Unfortunately, though, there are those who don't benefit from or have the means to celebrate the holiday - nor, for that matter, do they have a great deal to give thanks for. For a few of those persons, however, this past Thanksgiving was the exception to the rule, as a group of volunteers from Naval Hospital Roosevelt Roads (NHRR) and the Caribbean Crossroads Chapel got together to bring a little holiday cheer to the less fortunate.

The project, a sort of 'Holiday Meals on Wheels' program, was spearheaded by Chaplain (Lt.) Maurice Buford. It took a message of caring and naval family hospitality to the streets of Ceiba and Fajardo on Thanksgiving morning. Some 50 or so volunteers, including the naval hospital's Commanding Officer, Capt. Patricia Netzer and Executive Officer Capt. Charles Barker, gathered at le Iglesia la Rocco, a local church pastored by Mr. Jesse Martinez. The church donated its fellowship hall and kitchen as a place of preparation for approximately 300 dinners to be given to needy families and the homeless.

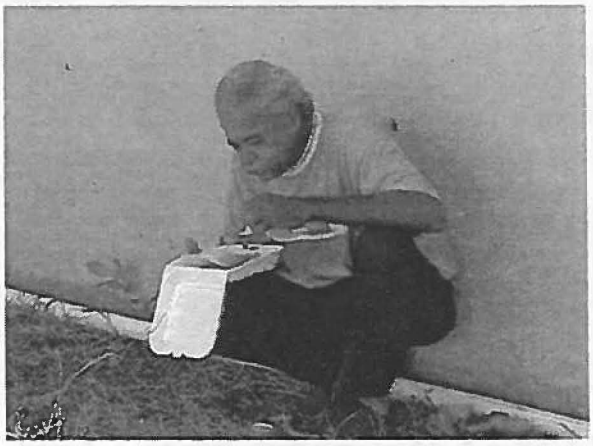
Volunteers cooked and brought foods that included the traditional fall holiday fixings. Macaroni and cheese, collard greens, corn bread, sweet rolls, ham, roast beef and [of course] turkey made up the bulk of the menu. The volunteers broke up into teams - one group stayed in the kitchen and prepared food while everyone else broke up into small groups of three to four and hit the streets. Said one of the volunteers, "at first ...the people seemed reluctant...then, once they realized what we were doing, they were very grateful. I guess to

some folks it seemed unusual...a group of people knocking on doors and bringing thanksgiving dinners to their homes."

Ms. Sokey Toruellas, who works at the naval hospital and is a native of Puerto Rico, served as the "Traffic Director" - finding the places where the people were who really were in need and sending the volunteers to them. She also served as a translator for the volunteers. Said Sokey, "it was a very rewarding day...it's the most joyful feeling ...to be able to give. The people who received our gifts were very appreciative."

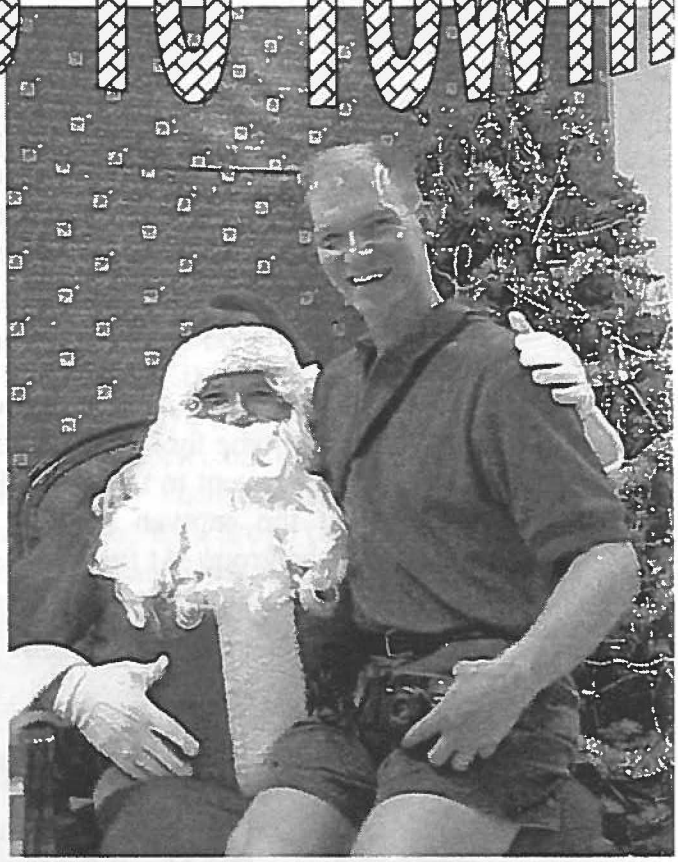
The volunteers went to individual residences, the plaza in the center of Ceiba, and also a nursing home for senior citizens. Probably the most rewarding visit of all though, was when the group went to the Pedro Rosario Nieves public housing project in Fajardo. From the moment the caravan of cars and vans arrived, the sights and sounds of poverty bombarded the group. At first the residents seemed wary of this large group of strangers, but the moment the volunteers started hitting the sidewalks with food plates, everything changed. The volunteers could not keep up with the demand as word of the dinners raced throughout the neighborhood. Business was so good that the group had to make a second trip. The only downside to the entire event was the fact that, no matter how much was given out; there was not enough for everyone.

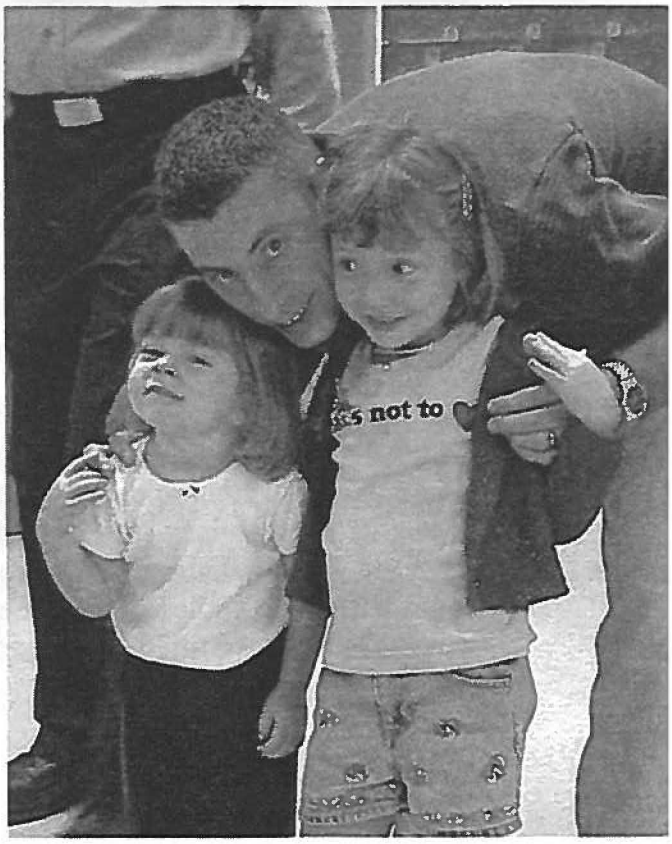
Chaplain Buford has already made a commitment to come back at Christmas time to address the needs of those who were left out. " It is a joy and a privilege and a blessing to meet such an overwhelming need. The joy comes in knowing we are blessing someone's life; the privilege comes from knowing that we are being used as a instrument of God; and the blessing comes from seeing the scripture '...it is better to give than to receive' in action"



According to Hospital Corpsman 1st class Valton Johnson, Naval Hospital Roosevelt Roads, it was the right thing to do. "Sometimes... people don't just need money...they need to know that there are folks out there who care about them. I could tell by the smiles on the faces of the people we touched that we lifted some spirits today!"

Santa Comes To Town!





HAPPY 226th!

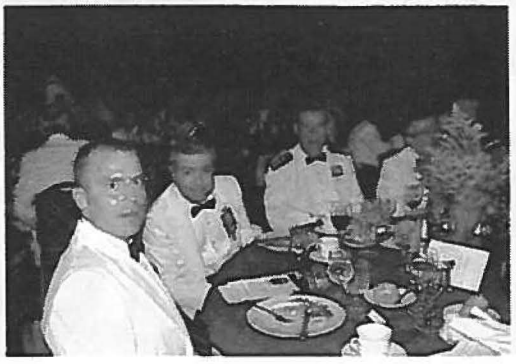
Naval Hospital staff joined in to celebrate the Navy's 226th birthday in most elegan fashion at this year's Navy Ball. Held at the El Conquistador Resort and Casino, the affair served as beautiful and poignant reminder of why we serve.

NHRR's very own HM2 Jessica Disney sang the United States National Anthem while Julissa Sanchez, of patient administration/medical transcriptions department performed the Puerto Rican Anthem.

The ceremony was opened with remarks from CAPT John Warnecke, Naval Station Commanding Officer and RADM Kevin Green, Commander, Naval Forces Southern Command. Next, Boatswains Mate Senior Chief Mike Palmer led a powerful and moving tribute to the POW/MIA sailors and Marines who could not join in the auspicious event.

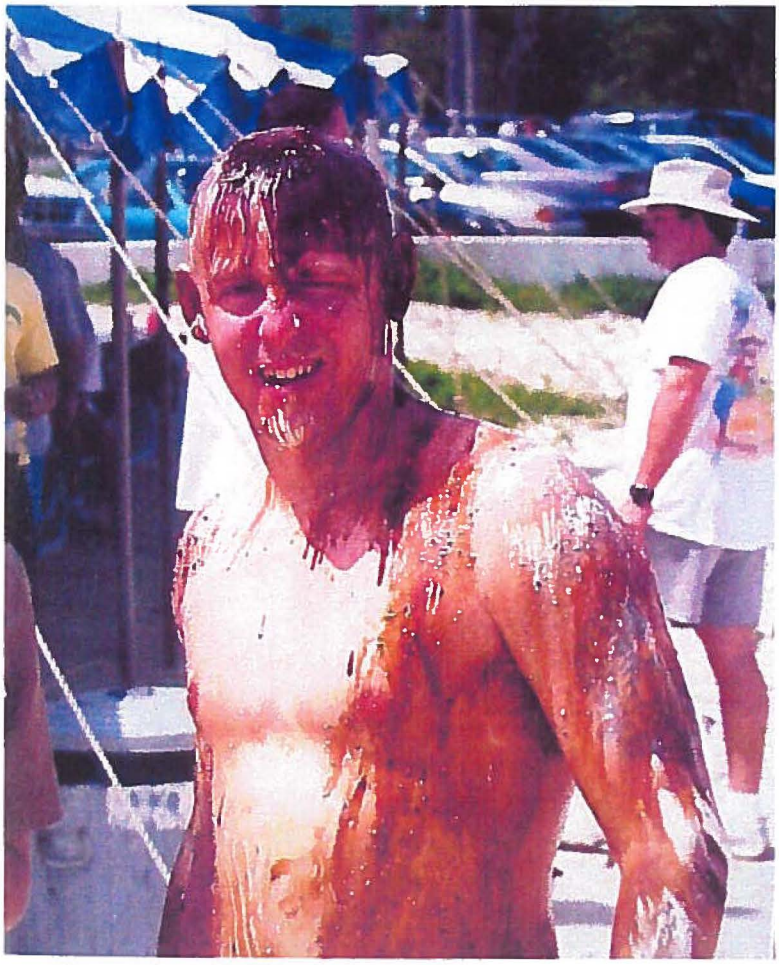
Following dinner Naval Station CMDMC Joseph Steadley introduced the guest speaker for the occasion, Master Chief Petty Officer of the Navy John Herdt, who took the opportunity to address the importance of leadership and taking care of shipmates. After gifts and presentations, HM3 Daniel L. Henry delivered an eloquent original poem entitled "A Legacy", that was written in honor of the event – and spoke to the historical significance of the Navy itself.

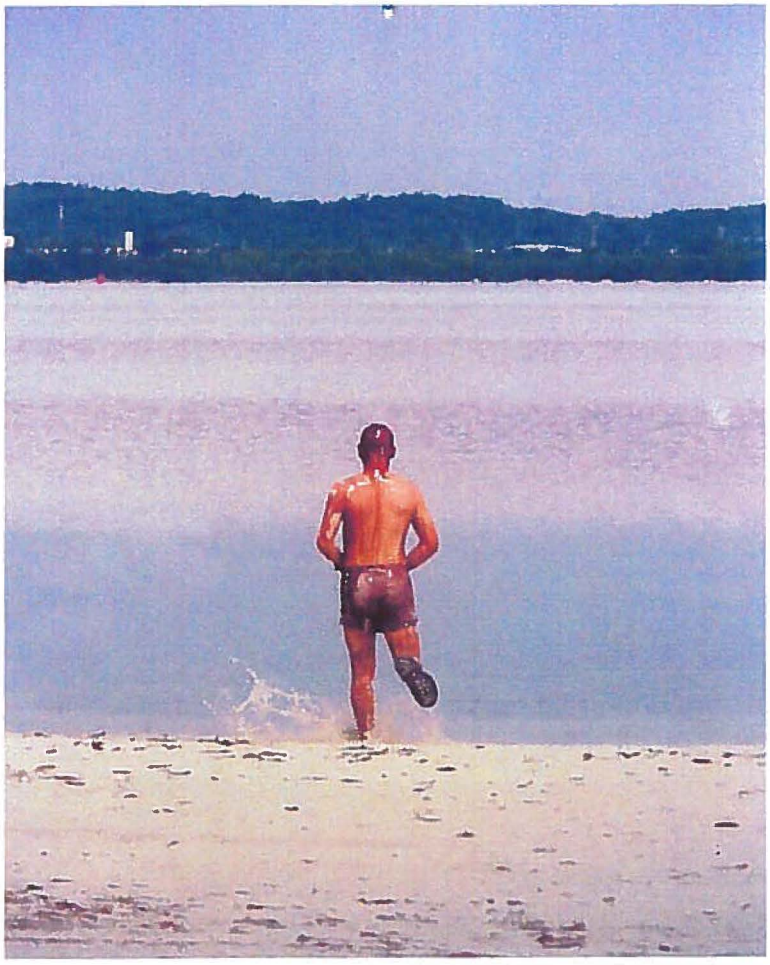
Everyone that attended, over 500 people in all, were quick to comment on how wel done the entire ball was. The committee for next year will be hard pressed to outdo this year's but , with a Navy as grand as ours, they will certainly live up to the challenge.

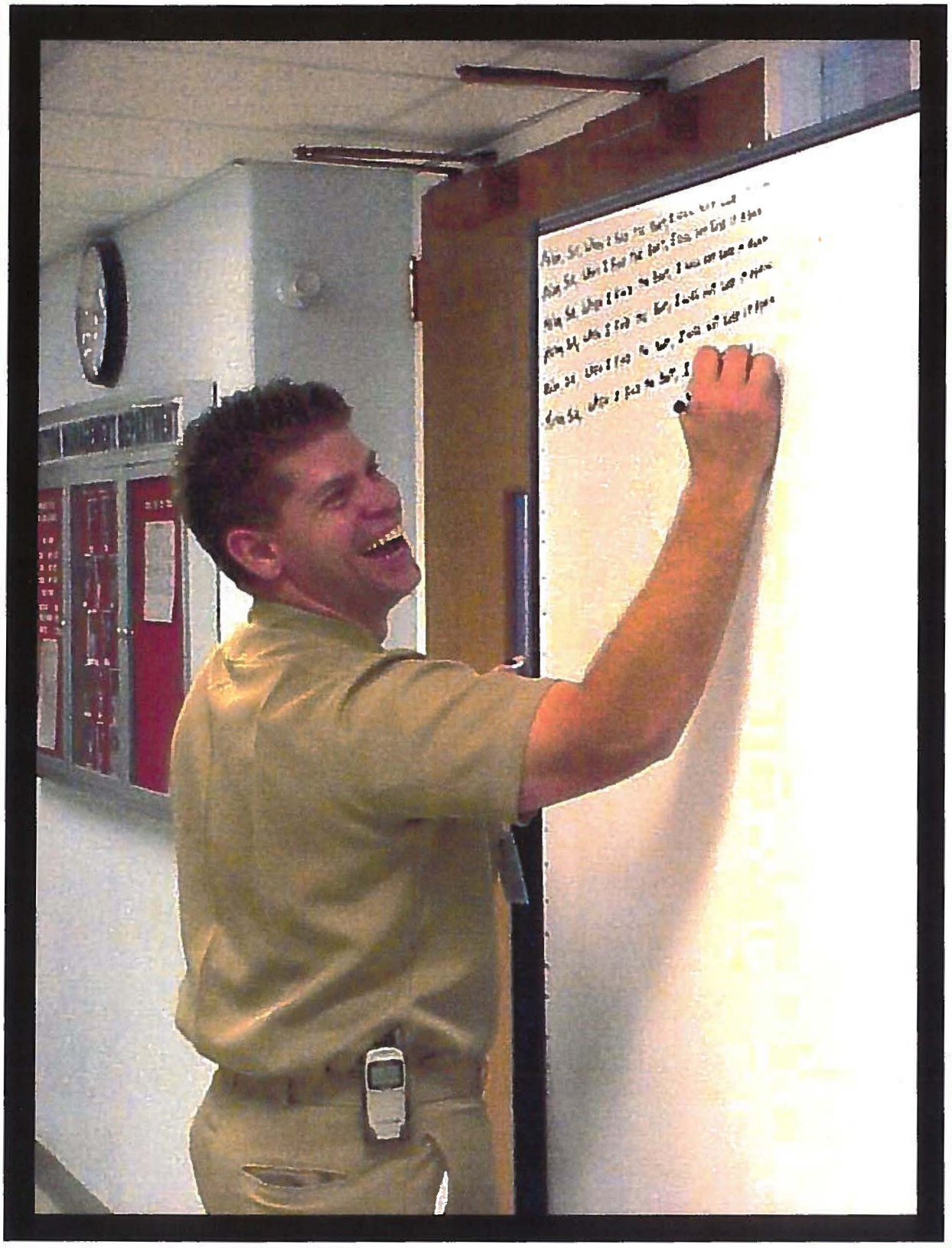


THE STRANGE BUT TRUE ADVENTURES OF HMC RICHARD H. FAIL

NO MATTER HOW HARD YOU TRY...SOME THINGS IN LIFE YOU JUST CAN'T EXPLAIN!







THE BOOT HAS LEFT THE BUILDING!

Ensign Vance Vogel has found keeping hold of the infamous boot to be a harder task than he imagined! Just where is the boot now? Hmmmmmmmmm?!?!? Stay tuned for future issues to find out. Rumor has it that the boot "*really*" gets around!